

Staffing Guide

Position Description:			Reservation Agent		
What Determines Staffing Standard (Circle key factors that apply)	<ul style="list-style-type: none"> • Hours of Operation <u> x </u> • Occupancy Rate <u> x </u> • Seasonal/Peak Workload <u> x </u> 	<ul style="list-style-type: none"> • Staff Supervised <u> </u> • Facility Layout <u> </u> • Facility Size <u> x </u> 	<ul style="list-style-type: none"> • Facility Age <u> </u> • <u> </u> <u> </u> • <u> </u> <u> </u> 		
Workload/Staffing Comments: Serves hotel customers by providing lodging reservations and information sources in accordance with Army Regulations, SOP's and local guidance.					
	Small (1-75 rooms)	Medium (76-199 rooms)	Large (200-399 rooms)	Extra Large (400-799 rooms)	Super Large (799+ rooms)
Staffing Standard	Not Authorized	1 (NF-1)	1 (NF-1)	2 (NF-1)	3 (NF-1)
Alternate Staffing Standard (If Required)	None	* 1 additional (NF-1)	* 1 additional (NF-1)	* 1 additional (NF-1)	* 1 additional (NF-1)
Explanation of Alternative Staffing Standard: * Additional staffing may be required to meet peak/seasonal demand. Should be flex or seasonal employee.					
Staffing Standard Footnotes Balance must be found between overall staffing levels of Reservations Agents, Desk Clerks and Telecommunications Operators. These positions can be used interchangeably to cover brief peaks in workload.					